

ROSEN 

X10™



DVD Entertainment System

Owner's Manual

DOLBY
DIGITAL

DVD
VIDEO®

COMPACT
disc
DIGITAL AUDIO

COMPACT
disc
DIGITAL VIDEO

.mp3

wireless
integrated
VIDEOGAMES



NOTICES

NOTICE OF INTENDED USE

Rosen Electronics are designed to enable viewing of video ONLY for rear-seat occupants, and are not intended for viewing by the driver when the vehicle is in motion. Such use might distract the driver or interfere with the driver's safe operation of the vehicle, and thus result in serious injury or death. Such use might also violate state or local laws.

Rosen Electronics disclaims any liability for any bodily injury or property damage that might result from any improper or unintended use.

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NOTE: Features and specifications listed in this manual are subject to change without notice

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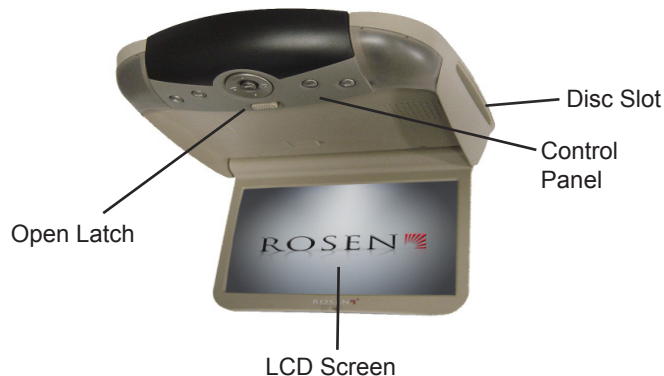
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GETTING STARTED

Use the system with the vehicle running or with the ignition key switch in the "accessory" position.

Make certain that the remote, the headphones, and the game controller have fresh batteries and are properly installed.

To lower the screen, slide the OPEN LATCH and move the screen into a viewing position. The system will power on automatically.



To Watch a DVD:

- 1 Power the system on, unit will default to DVD player and resume play, if a disc is present.
- 2 Press EJECT to remove any loaded disc.
- 3 Insert a DVD with the **label facing up**.
- 4 Most DVD discs begin playback automatically. If a menu appears, press PLAY or ENTER as instructed on the screen.

USING THE INTEGRATED GAME SYSTEM

There are integrated video games built into the system. The Rosen Game Controller is included.

To play a game:

Set the **A/Off/B** switch to **A** to turn the game controller on.

Press **SOURCE** on the remote or **MODE** on the front control panel until "INTERNAL GAME" appears, along with the game startup menu.



With the controller on A, press any button to verify the LED logo light flashes. If not, insure the batteries are fresh and installed correctly.

Use the left and right arrows on the controller to select which game you want to play from the list.

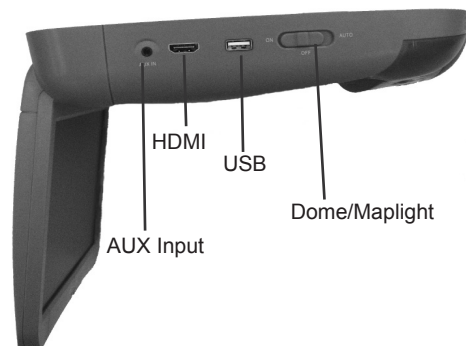
Press **START** on the controller, to begin a game.

While playing, use **A and/or B** as fire, jump, or other action buttons, depending on the game.

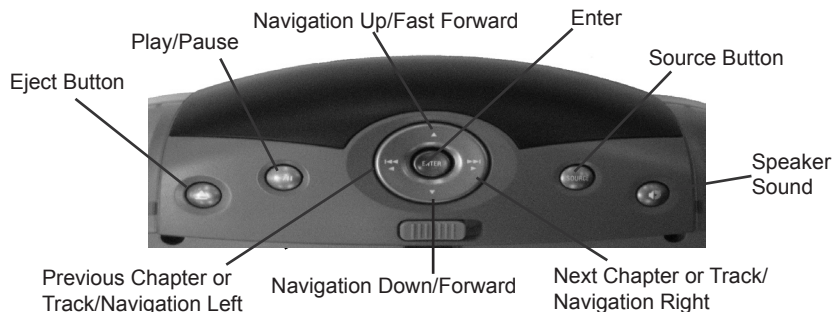
To return to the game main menu, press **RESET** on the controller.

Note: The controller works using infrared "line-of-sight" technology. If the controller is held so that there is not a clear line of sight to the system or under rapid controller movement, intermittent operation or a game reset will result.

Side view with External Source



The Front Panel Controls



To Use An External Video Source

AUX Input

- 1 Connect the RCA audio and video outputs of the device to the Rosen RCA adapter cable. Plug into AUX input port on the side of the monitor.
- 2 Press **MODE (SOURCE)** on the remote) until "AUX" appears on the screen.

HDMI

- 1 Connect the HDMI output of the device to an HDMI cable (optional). Plug into HDMI input port on the side of the monitor.
- 2 Press **MODE (SOURCE)** on the remote) until "HDMI" appears on the screen.

Note: The HDMI input can only support 480p, 720p, 1080p video signal.

USB

- 1 Plug a USB device to the USB input port on side of monitor.
- 2 Press **MODE (SOURCE)** on the remote) until "DVD" appears on screen.

Listening Over the Vehicle Speakers

- 1 Make sure **MUTE** is off. Press **SPEAKER** button on the front panel of the system or the remote control each time the system is used.
- 2 "SPEAKER SOUND ON FM _ _ _ . _ PRESS R/L KEY TO ADJUST" will appear.
- 3 Turn on the car radio. Tune to the FM frequency displayed on the screen. If radio interference is heard, try another frequency. (see pages 13 and 15 for more information)

INTRODUCTION

Congratulations on owning a Rosen Electronics System! Here's a list of some things you can do with your system:

- Play DVD movies, music CDs, or discs with MP3 audio files.
- Play onboard video games.
- Play audio through the vehicle speakers or the wireless headphones
- Use external audio/video inputs from video game consoles, camcorders, or optional units like a TV tuner or a DVD changer.
- View JPG photo files or playback compatible MPG videos.

Precautions

In order to operate the system, the vehicle ignition key switch must be in the ACC or engine ON position.



ACC or engine
ON position

- Use this system only if properly installed by a qualified installer.
- If the unit shows any sign of malfunction, turn it off and consult your dealer immediately. Do not open the unit - there are no serviceable parts inside.
- **Do not press directly on the display surface - you may damage it.**
- Clean the display surface with a slightly damp, soft cloth using household glass cleaner. **Do not** use solvents such as benzene, thinner, or commercial cleaners.

- When using portable radios and telephones near the system, picture or sound interference may occur.
- If your car was parked in a very cold or very hot place, you may see a blank screen, distorted picture or the unit may not be able to load a disc. The system will return to normal after the unit temperature returns to a normal operating range. This may take more than an hour depending on the temperature and/or require resetting the unit.
- If your car battery charge is low or the vehicle battery is old, you may see a blank screen, distorted picture or the unit may not be able to load a disc. The system will return to normal after the unit voltage returns to a normal operating range and/or require resetting the unit.

Note: The system's operating voltage range is 11-16VDC operating voltage. The system operating temperature is 32° to 140° F (0° to 60° C). Use of the system beyond the safe operating ranges listed, can cause temporary or permanent damage to the unit, and such damage may not be covered by the manufacturer's warranty.

DISC COMPATIBILITY

Compatible Discs

Note: Not all discs are supported by this system. You may find a disc that will not play on this system, but works fine on other players. Various manufacturers of discs change technology from time to time which may create compatibility issues. This is not a problem with the unit and is not covered by warranty.

Most DVD and CD-Audio discs are compatible with the X1020 system.

The unit can also play **most** CD-Recordable discs containing CD-Audio, MP3 files, and JPEG images - but not all such discs. ***Since these discs are usually made on home computers, there is no certification process ensuring that all such discs play on all players.***

DVD Regions

When a DVD disc is created, it is encoded with a "Region number." The disc will only play on DVD players with the same Region number. For instance, a Region 3 disc won't play on a Region 1 player.

Region 1: U.S. and U.S. Territories, Canada

Region 2: Japan, Western Europe, Middle East, South Africa

Region 3: South Korea, Hong Kong, Taiwan, Southeast and East Asia

Region 4: New Zealand, Australia, Pacific Islands, Mexico, Central/
South America

Region 5: Russia and the former Soviet Union, Africa, Indian
subcontinent, North Korea

Region 6: China

Incompatible Discs

The following disc types are known to be incompatible with the system:

- All DVD-ROM/DVD-RAM/DVD+RAM discs.
- Some DVD-R/DVD-RW/DVD+R/DVD+RW discs.
- Some Photo CDs.
- All CD-ROM data discs.
- CD-Audio discs made with certain copy protection methods.
- Any DVD with a different Region number than the unit.
- Any disc that does not meet DVD Forum standards.

Why the system doesn't respond the same way to all discs

When a DVD disc is created, the creator has to define how the disc will operate when loaded into a DVD player. For instance, some discs begin playing immediately, while other discs only display a menu and require a menu selection to be made before playback will start.

The DVD standard also allows the maker of a DVD disc to disable functions at certain times, such as Fast-Forward and Stop (which is why you can't skip past the copyright warning screen). If some DVD feature temporarily isn't working for you, usually the disc is preventing the player from performing that function.

Discs that don't properly load and play

Some CD and DVD discs, especially homemade discs which do not have all the data needed to properly initialize all DVD players, may not load and play properly. They may even create a state where the DVD player will not eject the disc at all. In these cases, use a paper clip to press the Reset button (this button's location is shown on page 6), followed by rapidly pressing eject on the unit.

CHANGING AND ADJUSTING THE DISPLAY

Selecting a display mode: The system's "widescreen" display has a 16:9 aspect ratio - wider than a standard television. While many DVDs provide widescreen video images that fit the screen, standard broadcast TV and many video games do not.

- To view a widescreen DVD, press the **DISPLAY** button on the remote until "WIDE" is displayed on the screen.
- To watch a fullscreen DVD, the internal game system, or broadcast television, select "STANDARD."

Change the Display Adjustments Remote Control Only: The display has adjustable video settings. To change these settings, press and hold the **DISPLAY** button on the remote control to bring up the following menu:

 BRIGHTNESS	32
CONTRAST	32
COLOR	32
TINT	32

To select a setting to be changed: Press the **DOWN** arrow button to move the cursor down the menu list. Once you have selected the item to change, use the **LEFT** and **RIGHT** arrows on the remote or the front panel to adjust the settings. After you have finished making your desired changes, press the **DISPLAY** button on the remote to exit and save the changes you have made.

To change the value of a setting: Use the **LEFT** and **RIGHT** arrow buttons. The range is from 0 to 63.

To exit the menu: Press the **DISPLAY** button to save settings and exit. Set the brightness level in daytime conditions with plenty of ambient light. You can use the Day/Night mode button to switch between Day and Night modes.

Note: The internal DVD player can be configured for either a 16:9 "Wide" image output or a 4:3 "Standard" image output. Since the unit has a wide screen display, the DVD player should be configured for "Wide." For more information, see page 19.

Note: The internal DVD player also has a set of video adjustments, which are separate from the main adjustments.

USING THE REMOTE CONTROL

You can use the remote control to operate the system, including access to features not available on the front panel. The unit has an infrared sensor to receive signals located in the control panel. For definitions of each remote control button's specific function, see the following pages.

- | | |
|--------------------------|-------------------|
| 1 Power (Not Active) | 15 Info Menu |
| 2 Pause/Frame Step | 16 Zoom |
| 3 Stop | 17 Navigate Left |
| 4 Play | 18 Enter |
| 5 Previous Chapter/Track | 19 Navigate Right |
| 6 Fast Reverse | 20 Display |
| 7 Fast Forward | 21 Setup |
| 8 Next Chapter/Track | 22 Navigate Down |
| 9 Speaker Sound Control | 23 Disc Menu |
| 10 RES Sound | 24 Day/Night Mode |
| 11 Mute | 25 Repeat |
| 12 Eject | 26 Subtitle |
| 13 Source | |
| 14 Navigate Up | |

Note: If you try to perform a DVD action when it is not permitted (such as accessing the disc menu while the disc is loading), there will be no response from the unit. This is normal operation and is not a problem with your system.



BASIC REMOTE CONTROL BUTTONS

1 Power

This button powers on the optional external source unit. (The system powers on automatically with the screen position)

4 Play

Press to begin or resume playback of a DVD.

*Note: When the disc is first inserted, you may have to press **PLAY** or **ENTER** to begin playback.*

3 Stop

Press once to temporarily stop playback of a DVD. To resume normal playback from the same point, press **PLAY**.

To play the disc from the beginning, press **STOP** twice, then **PLAY**.

*Note: Once **STOP** is pressed twice, the player can only begin playing from the beginning of the disc.*

2 Pause/Frame Step

Press once to pause playback. Press repeatedly to advance video frame by frame. To resume normal playback, press **PLAY**.

5 Previous Chapter/Track

Press to jump to the previous title or chapter if available on a DVD, or to the previous track on an audio CD. Not supported with some VCDs.

8 Next Chapter/Track

Press to jump to the next title or chapter if available on a DVD, or to the next track on an audio CD. Not supported with some VCDs.

6 Fast Reverse

Press to search in reverse. To resume normal playback, press **PLAY**. Press the **REVERSE** button multiple times to adjust search direction and speed. Choose from 2, 4, 8, and 16x. Press **PLAY** to resume regular play.

7 Fast Forward

Press during playback to fast forward. Press the **FAST FORWARD** button multiple times to adjust search direction and speed. Choose from 2, 4, 8, and 16x. Press **PLAY** to resume regular play.

24 Day/Night Mode

This button decreases display brightness for optimum viewing in low light conditions. For more information, see page 10.

USING MENU AND NAVIGATION BUTTONS

13 Source

This button allows you select the Internal DVD/CD player, the Internal Game or the Auxiliary Input. You can also select the optional TV Tuner, DVD changer, or other optional auxiliary sources, if installed.

Note: The Mode button on the control panel performs the same function.

14, 22 Up/Down Navigation Arrows

Press to move up or down in a menu or to change channels when watching TV.

17, 19 Left/Right Navigation Arrows

Press to move left or right in a menu. Also used to change frequencies on the FMT, after the Speaker Sound button is pressed.

18 Enter

Press to make a menu selection.

21 Setup

Pressing this button brings up the DVD player setup screen.

15 Info Menu

Pressing this button brings you into the DVD player menu.

USING AUDIO BUTTONS

9 Speaker Sound Control

When this button is pressed, “*Speaker Sound On*” appears on the screen, along with the FM frequency to which you should tune your radio, such as “*FM 88.1*.” To change the frequency, press the **LEFT** or **RIGHT** arrow buttons on the remote control and wait two seconds for the station to set. Headphone audio is not affected by this button.

FM frequencies available: Find a frequency in your geographic location that has no static transmission and set it.

Note: If the frequency does not appear on screen when this button is pressed, an external FM Modulator is probably being used. See page 15 for more information.

10 RES

The Rosen Electronics Sound RES button cycles through various sound enhancements.

11 Mute

Press once to mute all system audio. As long as the Mute function is active, “Mute” will appear on the screen. Press again to turn Mute off.

USING DVD DISC FEATURES

23 Disc Menu



Press to see the main menu for the DVD being played. To resume normal playback, press **PLAY**.

CHANGING THE SHAPE AND SIZE OF THE IMAGE

16 Zoom



View the same scene on a DVD at different magnifications.

- 1 Press the **ZOOM** button during playback to select among the following options: Zoom 1, Zoom 2, Zoom 3, and Off.
- 2 To resume normal playback, press **ZOOM** until "Zoom off" is displayed.

20 Display



This button allows you select from the various screen display modes.

- To view a widescreen DVD, press this button until "WIDE" is displayed on the screen. This uses the full width of the screen.
- To watch a fullscreen DVD or broadcast television, press until "STANDARD" is displayed. This mode uses most of the screen, but black bars will be visible on the sides, like this:



- To adjust the display settings (color, contrast, etc.), press and hold the **DISPLAY** button for two seconds.

For more information about image shapes, see "Managing Black Bars," on page 18.

25 Repeat



This button enables chapter and title repeat.

26 Subtitle



This button enables the DVD's Subtitle menu.

REPLACING THE REMOTE BATTERY



Use a single 3V battery, type CR2025. Insert as shown. Observe the correct orientation of the battery as marked on the battery tray.

Battery life is approximately six months, depending on how often the remote is used.

LISTENING OVER THE CAR SPEAKERS

The system uses a wireless FM Transmitter (FMT) to send audio through the vehicle's speakers. To listen over your speakers:

- 1 Make sure system **MUTE** is off. Press **SPEAKER**. "SPEAKER SOUND ON FM ____ . _ PRESS R/L KEY TO ADJUST" appears. Select a FM frequency as described below.
- 2 Turn on the car radio. Tune to the FM frequency displayed on the screen, such as "FM 88.7".
- 3 If no system audio is heard, try changing the FMT frequency and re-tuning the radio to the new frequency.

To change the FM Transmitter frequency:

Press **SPEAKER**. "Speaker Sound on FM ____ . _" will be displayed.

Now use the **LEFT** and **RIGHT** buttons to change the frequency. Select a frequency, re-tune your radio and check for clear sound.

The system saves the frequency you select, and returns to it each time the system is turned on. You may want to store the FMT frequency as a preset of your radio for ease of use.

The Speaker Button must be pressed each time you want to use this feature. The internal radio transmitter will automatically turn off when you turn the vehicle off or close the monitor.

If the words "HEADPHONES ONLY" appear, the internal FMT is turned off. It can be turned on by pressing the **SPEAKER** button and selecting a FM frequency. If the words "SPEAKER SOUND" appear, an external FM Modulator (FMM) is probably being used. In this case, the **SPEAKER** button turns the external FMM on and off. The Rosen external FMM frequencies are FM 87.7, 87.9, 88.1, 88.3, 88.5, 88.7, 88.9. If you have any questions about your FMM, please contact your Rosen dealer.

Note: If there seems to be a strong station on the FM Transmitter frequency, and you are hearing a radio station mixed in with the system audio, change the FM Transmitter frequency. Avoid frequencies used by local radio stations.

CD AUDIO, MP3 AND JPEG PLAYBACK

CD Playback

When you insert an audio CD, the standard CD commands (PLAY, NEXT, etc.) will control the unit. Some CDs recorded in CD-R or CD-RW mode may not play.

MP3, JPEG and MPEG Playback

When a disc containing MP3, JPEG or MPEG files is inserted, a menu screen appears. Use the arrow buttons to select a file type and press enter to play it.

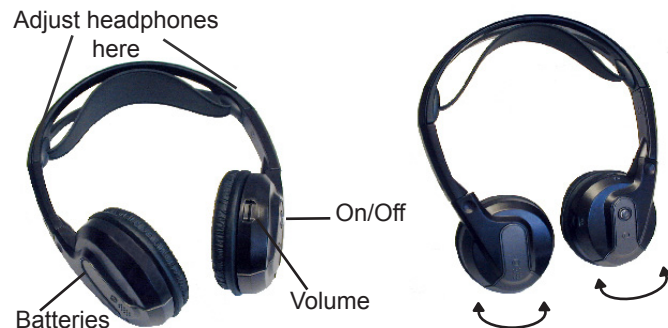
Loading time is directly related to the number of files on the disc. To speed the loading time, keep the number of files to less than 25.

USING THE INCLUDED WIRELESS HEADPHONES

The system comes with infrared (IR) wireless fold-flat headphones. These headphones receive a signal from an IR transmitter built into the unit. Headphones allow rear-seat passengers to listen without using the vehicle speakers.

To turn the headphones on and off, push the Power ON/OFF button on the earpiece. The Power LED on the earpiece indicates when headphone power is on. Power turns off automatically after about three minutes of no audio, in order to preserve battery life.

To adjust the headphone volume, rotate the thumb wheel on the headphones.



REPLACING HEADPHONE BATTERIES

The wireless IR headphones require two (2) "AAA" batteries. To replace the batteries, slide off the battery compartment door on the left earpiece and insert batteries, as shown. Make certain that the battery orientation matches the marks inside the battery compartment.



DVD TYPICAL SETUP AND CONFIGURATION

The following section explains how to customize various features of the Internal DVD Player, including languages, display, and parental control features.

Note: Some DVD menu settings do not apply to this system, since it is specifically engineered for automotive use. Changing the state of some settings can cause apparent system failure. Do not change any settings other than those described in this section.

To change the settings for the internal DVD player:

- 1 Press **SETUP** on the remote.
- 2 Use the **UP** and **DOWN** navigation buttons to highlight a selection.
- 3 Press the **ENTER** button to confirm your selection.

General Setup

Several settings can be customized on the DVD Player.

Default Settings:

- Angle Mark = Off
- OSD = English
- Captions = Off
- Screen Saver = Off

--GENERAL SETUP PAGE--	
ANGLE MARK	OFF
OSD LANG	ENG
CAPTIONS	OFF
SCREEN SAVER	OFF
GO TO GENERAL SETUP PAGE	

Speaker Setup

This allows you to customize the speaker setting.

Default Settings:

- Downmix = Stereo

-- SPEAKER SETUP PAGE--	
DOWNMIX	LT/RT STEREO
SET DOWNMIX MODE	

Preference Setup

This allows you to customize the video output, subtitle, language and parental settings.

Note: The disc must be in stop mode or removed to access this menu.

Default Settings:

- TV Type= NTSC
- Audio = English
- Subtitle = Off
- Disc Menu = English
- Parental pass = 3308

--PREFERENCE PAGE--	
TV TYPE	NTSC
AUDIO	ENG
SUBTITLE	OFF
DISC MENU	ENG
PARENTAL	
PASSWORD	
DEFAULT	
GO TO PREFERENCE PAGE	

Note: Not all language settings are supported by all discs.

FREQUENTLY ASKED QUESTIONS

HOW DO I RESET MY SYSTEM?

Periodically the system may need to be reset.

Solution: To RESET the system, turn the vehicle off or press and hold the RESET button for 3 or more seconds. The RESET button is located in the display pocket.

MY SYSTEM IS NOT RESPONDING TO COMMANDS

Periodically, the DVD system may receive conflicting commands from a DVD or remote control. When this happens, the system may not respond properly to the remote control, control buttons, or may be locked up and not respond at all.

Solution: The system needs to be RESET as described above.

Solution: Replace the battery in the remote control.

MY AUDIO HAS STATIC ON THE RADIO

To receive audio over the radio, the radio must be tuned to a broadcast station which is not in use by a local radio station.

Solution: Set the FM Transmitter to an alternate radio station. Then tune the radio to the newly selected station. (*see pages 7,15*)

MY DVD WILL NOT PLAY

Some DVDs will not play properly due to compatibility, dirt, rough edges, damage to the disc or the system may be beyond its operating temperature.

Solution: Confirm the DVD is a compatible format. (*see page 9*)

Solution: Check and clean the DVD as needed.

Solution: Use a pencil or soft wood to smooth the edge of the disk.

Solution: Replace the DVD if scratched, cracked or warped.

Solution: Allow the system temperature to return to normal operating temperatures. This may take up to an hour after the air temperature in the vehicle is at a comfortable level.

MY SYSTEM RESETS WHEN I START MY VEHICLE

Voltage levels while starting the vehicle can fall below the minimum operating levels for the system.

Solution: Ensure your battery is fully charged and in good condition.

Solution: Avoid operating your system without the engine running for periods longer than 10 minutes.

I CAN NOT GET AUDIO ON THE RADIO

To receive audio over the radio, the system must have SPEAKERS ENABLE selected, and the radio must be tuned to the proper station.

Solution: Press the SPEAKER button on the remote control to enable the radio transmission.

Solution: Tune the radio to the proper FM station as directed in the "Listening Over the Car Speakers" section of this manual. (*see page 15*)

Solution: Reset the system

MY DVD WILL NOT EJECT

Damaged DVDs, incompatible DVDs or improper system installation will prevent the DVD from ejecting and may lock up the system.

Solution: Reset the system then quickly press EJECT while the disc is spinning.

Solution: Check the DVD for damage, replace the DVD if scratched, cracked or warped.

Solution: Confirm the DVD is a compatible format. (*see page 9*)

I DO NOT HAVE HEADPHONE AUDIO

The headphone audio should be present at all times, unless MUTE is on, or a DVD setting has been changed in the DVD Settings Menu.

Solution: Press the MUTE button to enable the audio and turn the MUTE OFF.

Solution: Confirm that the headphones are turned on, and the ON LED indicator is illuminated. Change batteries if needed.

Solution: Check the DVD settings and restore them to FACTORY SETTINGS if needed.

MY PICTURE FREEZES

Damaged or incompatible DVDs will cause the system to freeze and lock up the system.

Solution: Check and clean the DVD as needed.

Solution: Replace the DVD if scratched, cracked or warped.

Solution: Confirm the DVD is a compatible format. (see page 9)

Solution: Allow system to return to normal operating temperature.

Solution: Reset the system.

MY RADIO LOSES ITS NORMAL STATIONS

With an external FM Modulator and while the system is set to broadcast over the radio with SPEAKERS ENABLED, the vehicle's antenna is temporarily disabled.

Solution: Press the SPEAKER button on the remote to restore the vehicle antenna, "Headphones Only" will appear on the screen.

MY PICTURE IS DISTORTED

Excessive cold or hot temperatures will cause the picture on the display to become distorted or lose color or contrast.

Solution: Allow the system temperature to return to normal operating temperatures. This may take up to an hour after the air temperature in the vehicle is at a comfortable level.

MY PICTURE IS BLACK

The screen will appear black or dark blue if there is no video signal. This may happen if the DVD fails to initialize properly or if a source is selected which is not connected.

Solution: Eject the DVD and inspect it for damage, scratches or cracks. Clean the DVD and re-insert the disc.

Solution: Reset the system.

SERVICE PARTS

Part Number	Description
AP1043	IR Remote Control
AP1007	IR Game Controller
AC3614	Fold Flat Single Channel IR Headphones
AP1023	Owner's Manual
AP1011	AUX Input Cable

For other questions and capabilities please contact your authorized Rosen dealer. To locate a Rosen Electronics authorized dealer, please visit www.rosenelectronics.com.



LIMITED PRODUCT WARRANTY NONTRANSFERABLE

Terms of the Limited Warranty:

Rosen Electronics, L.P., a California Limited Partnership, (ROSEN) warrants to the original retail purchaser, that the product(s) when installed by a ROSEN Authorized Dealer, in the original vehicle, are free from defects in materials or workmanship under normal use and conditions as follows;

- For product(s) installed within the first Thirty (30) days after the new vehicle delivery, product(s) shall be warranted for a period of THREE (3) YEARS or 36,000 MILES from date of retail purchase, whichever comes first. Where the original OEM vehicle manufacturer's standard audio equipment warranty is greater than Three Years, the term will be extended to match the OEM audio equipment warrant at time of installation, not to exceed Five (5) Years or 50,000 Miles.
- For product(s) installed more than Thirty (30) days after the new vehicle delivery, product(s) shall be warranted for a period of ONE (1) YEAR or 12,000 MILES from date of retail purchase, whichever comes first.
- Remote controls, headphones and game controllers are warranted for a period of NINETY (90) DAYS from date of retail purchase.

A sales receipt and/or vehicle purchase contract, showing the installation date and ROSEN product details are required as proof of retail purchase. Should the product(s) be determined defective during the applicable warranty period, the defective product(s) will be repaired or replaced with a reconditioned product at ROSEN's sole discretion. To obtain warranty service, the product(s) must be returned to a ROSEN authorized dealer with proof of retail purchase and warranty coverage.

Exclusions:

- Costs incurred for trouble-shooting, installation, removal, reinstallation of the product(s) or service calls and/or transportation of the vehicle.
- Elimination of externally generated or induced static, noise or engine whine, or the correction of antenna problems or weak television reception.
- Product(s) which have been opened, modified or tampered with, for any reason or which have been service by anyone other than ROSEN.
- Cosmetic wear and tear or damage due to negligence, misuse, abuse, failure to follow operating instructions, accidental spills or customer applied cleaners.
- Damage due to improper installation or connection to the vehicle or other equipment, use of a faulty cleaning disc, or improper cleaning materials.
- Damage to video games, video game consoles, memory devices, software, camcorders, discs, speakers, accessories or vehicle electrical systems.
- Damage or loss due to environmental causes such as floods, airborne fallout, chemicals, salt, hail, windstorms, lightning or extreme temperatures.
- Damage or loss due to accidents, road hazards, fire, theft or vandalism.

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